



Department of
Health Services
COUNTY OF LOS ANGELES

SFV Health Centers Lead in Patient Portal Enrollment

By Jennifer Chen

A Message From the Director



Mitch Katz, M.D.

As with so many other aspects of our lives, technology is having a profound effect on health care.

We at DHS are keeping up! With our successful implementation of ORCHID, we are now enabling our patients to use a portal to see their medical record, laboratory results, make and cancel appointments, and send a message to their care team (see article to the right). Patient portals make it easier for patients to get information about their health care, and knowledge equals power to improve their health.

In a similar way, the online Resource Platform (see below) will enable patients and their families to link to services in the community that they need. Goodbye to paper resource books which are out-of-date by the time they are printed and can never be found at the needed moment!

Although technology can facilitate good care, it is important to remember that nothing can replace the human touch. Computers are great for information, but they cannot heal others. That's why we will always be needed, no matter how technology progresses.

And while we are on the subject of technology, why is it that my 15 year son can text with two hands without looking at the keyboard while walking and I strain to text with one finger? Best wishes.



L to R: Mariam Ambartsumyan, Mary Orejola, Omar Ortega, James Stevenson, Jennifer Chen (Medical Director), Sofik Shahumian

Congratulations to the business office staff in the San Fernando Valley Health Centers (SFVHCs) for their success in enrolling patients in the MyWellness patient portal! Employees at the Mid-Valley, San Fernando and Glendale Health Centers have demonstrated consistent messaging about the benefits of the MyWellness patient portal to their patients, with five staff amongst the top 10 enrollees across the Department of Health Services.

The MyWellness patient portal is a website that enables patients to securely access their health care information from their electronic medical record in ORCHID, including appointments, lab and radiology results, immunization records, medications, visit summaries, and soon, provider notes as well. With secure messaging, patients can ask a

non-urgent question to their health care team/provider, request medication refills, or request appointments. MyWellness gives patients a new way to manage their health care outside of the traditional office visit. It's available as a [website](#) or using the HealthLife app for Apple iOS and Android devices.

In January 2017, DHS surveyed patients across all sites and found that 75% of DHS patients have access to the internet. Many patients reported they had not heard of MyWellness but were very interested in the tool. Patients requested more information like radiology results and clinical notes to be available online. Many of our patients choose for family members or caregivers to "proxy" the MyWellness account to help the patient manage their medical care. Currently, there are about

(See 'PORTAL' on back)

High Quality
Patient Centered
Cost-Effective Health Care

From Dr. Katz

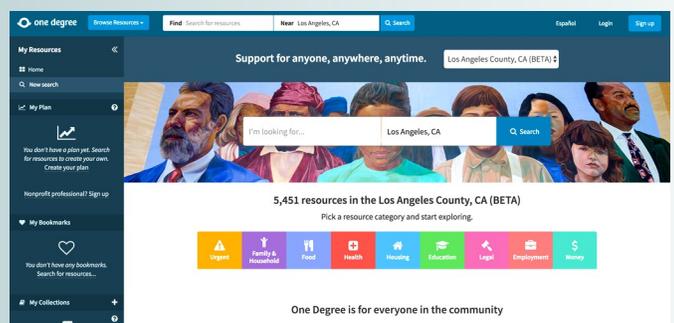
FAST FACTS

Health Agency Launches Online Resource Platform for Residents

By Tony Kuo, M.D.

The Los Angeles County Health Agency launched a free, web-based, community resource platform this month that quickly links residents with a wealth of services. The online and mobile app platform was created and customized for Los Angeles by San Francisco-based One Degree, which has created similar offerings for other municipalities. With a few clicks, residents can find and connect with resources they need to improve or maintain their health. Health and social service providers can also use the platform to connect clients to thousands of leads. The platform is accessible to all residents and all providers in the County. Initial feedback has been positive. Estela, a 15-year resident of Los Angeles, a mother of three, and an

(See 'PLATFORM' on back)



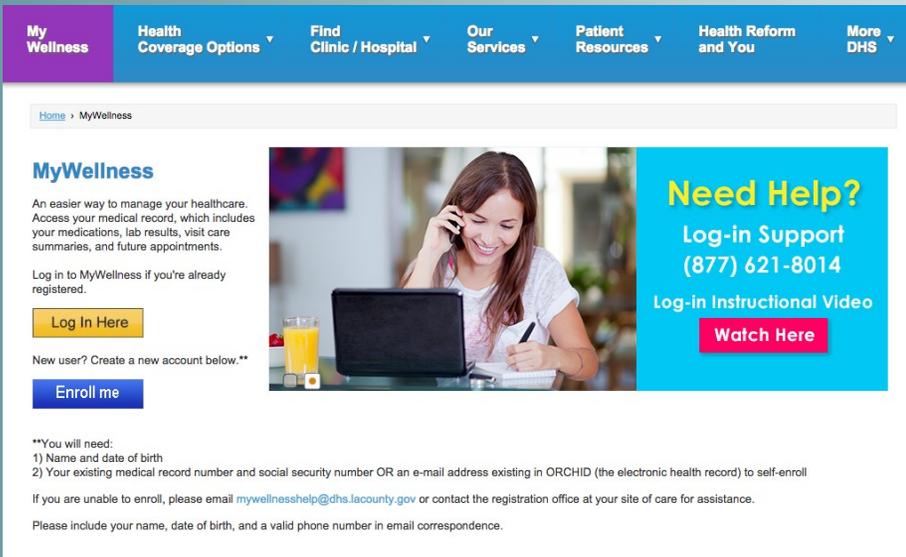
To Enroll Clients

For L.A. County staff working with clients, please be sure to enroll in One Degree using your County email address. When using One Degree, please adhere to County Board of Supervisors Policy 6.101.



L.A. County resident Estela uses the One Degree platform to access services for her family.

(‘PORTAL’)



25,000 DHS patients enrolled in MyWellness, which is about 3% of overall DHS patients. So far, 800 patients have used our new self-enrollment tool to enroll in MyWellness at home. Patients’ favorite features at this time are requesting and changing appointments online and viewing their health data. In order to better serve our patients and improve clinic efficiencies like decreasing phone calls and processing medication refills online, we need to significantly increase enrollment and engagement in MyWellness. In order to meet Meaningful Use measures this year, we need to increase enrollment at our clinical sites to 5% and increase the messages providers send out to patients.

James Stevenson, a top enroller in DHS, recommends enrollment in the patient portal as a way to address patient complaints such as confusion about upcoming appointments. He has had good personal experience with using portal enrollment to turn negative customer service episodes into positive ones. The MyWellness portal can save patients valuable time where they can access their own information from their smartphone, tablet, or computer without having to wait on hold on the telephone or travel to the clinic to speak with clinic staff.

(‘PLATFORM’)

active member of her community, used One Degree to find employment services, enroll her son in a summer program, and find dental services for the whole family. “One Degree can be a really great help to people from my community. I’m tired of looking up services and then getting turned down because we don’t meet a certain requirement. It takes a lot of effort and commuting just to be told ‘no’! One Degree is really good because you have all of the information beforehand.”

The intuitive, user-friendly interface makes it especially easy for professionals to look up resources with their clients during an office visit and share them via paper, email or text messaging. Health professionals can also send a referral directly to the resource provider and track the referral within the platform to ensure clients are engaging. Organizations and community members can update, add or suggest changes to the resources at anytime.

“Medical care is one piece of the healthcare puzzle for vulnerable persons and families,” said Clemens Hong, MD, DHS director of Whole Person Care. “Low-income patients often battle a spectrum of issues that impact their health, such as access to healthy food, adequate heating, and safe and affordable housing. By quickly linking individuals we serve with essential services using One Degree’s platform, we can improve health outcomes and have a lasting impact on their lives.”

The platform can be viewed [here](#). Be sure to also check out educational and promotional materials along with a list of upcoming webinars [here](#).

Press I on Your Touchtone Phone Now

By Michael Wilson

A photograph may be worth a thousand words, but a great voice can welcome millions of patients for decades. Two lucky employees of Harbor-UCLA Medical Center have achieved posterity and campus fame by being selected as the “Voice of Harbor” on the hospital’s new phone tree.

Lab assistant Christopher Kummerfeldt and Dr. Andrew Cheng, a Third Year Resident in the Department of Medicine, recorded the Spanish and English greeting and navigation recordings, respectively.

The committee overseeing the contest received over 50 inquiries and 21 entries from clinicians, support services personnel and administrative and operations staff.

“As we prepared to implement the updated phone tree as part of the opening of our new call center, we knew this would be a great way to engage staff and it was a lot of fun,” said Harbor-UCLA operations chief Azar Kattan. “We could have selected a robo voice, but even a small effort like this personalizes the patient experience and can have an impact.”

Second and third-place contestants were also named. Patricia Rodarte, RN, Dr. Benjamin Lidgard and Sandra Reynoso will record the “on hold” messages and bulletins.



Dr. Andrew Cheng



Christopher Kummerfeldt

Actress Alyson Hannigan Visits LAC+USC Pediatrics Unit

Actress Alyson Hannigan (Buffy the Vampire Slayer, How I Met Your Mother) and her 8 year-old daughter visited the LAC+USC Medical Center Pediatrics Department on July 17 to facilitate an arts and crafts workshop in the playroom. Hannigan’s visit was coordinated by the Starlight Children’s Foundation, which runs programs to turn seriously ill children’s pain, fear and stress into laughter, fun and joy with the best in entertainment, education and one-of-a-kind experiences. The Starlight network includes more than 700 children’s hospitals and community health partners across the U.S.



SAVE the DATE

Health Agency Town Hall Meeting

Wed, Aug 30 - 11:30am to 1pm

FAST FACTS From Dr. Katz

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